

Date Mo/Day/Yr	Nebraska Complaints or Inquiries Originating at CapTel Center																		Total Inquiries		Grand Total	Nature of Complaint / Resolution
	Service Complaints			Technical Complaints											Other (Inquiries)							
	Accuracy of Captions		Total Service Complaints	Carrier Of Choice	Dialing / Incoming Calls Not Captioned	Dialing / Set up - Call Waiting	Dialing / Setup - Dialing Prefix	Dial Tone - Not Heard	Disconnect/R econnect During Calls	Set up General	Set up Installation	Set up - Menu Features	Technical - General	Total Technical Complaints	Consumer Educ-Gen	Infor.	Referral	Compliments				
June, 2010			0											0	6	3	2	1	12	12		
6/1/2010			0		1									1					0	1	Customer reported not receiving captions on incoming calls as many callers neglect to dial through the captioning service. CSR discussed several options including using CapTel in 2-Line mode hanging up and calling callers back with captions or using CapTel 800i to avoid callers having to dial through service.	
6/9/2010			0			1								1					0	1	Customer's helper reported being unable to place outgoing calls and sees captioning service line is busy on the CapTel display. CSR advised proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.	
6/22/2010			0								1			1					0	1	Caller for customer said phone would neither ring nor dial out. CSR found that phone was connected to another device first and then a duplex jack with another device on the other side of the duplex jack. Since phone worked successfully when connected directly to the wall jack CSR advised obtaining a tri-plex jack to connect the two other devices and the CapTel phone at the same wall jack.	
6/23/2010			0									1		1					0	1	Customer's helper reported that phone would not dial out after installation. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	
6/25/2010			0									1		1					0	1	Customer's daughter reported that Caller ID is not saving in call history. After changing menu settings from 2-Line to 1-Line mode confirmed the Caller ID is saving in call history.	
6/25/2010			0									1		1					0	1	Customer reported they are unable to dial out with captions. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	
6/28/2010			0					1						1					0	1	Customer's daughter reported no dial tone on the CapTel phone. CSR provided customer with troubleshooting suggestions to access a dial tone on the CapTel. After switching out the phone cord customer's daughter was able to establish a dial tone.	
July, 2010			0											0	3	3	3		9	9		
07/20/10			0		1									1					0	1	Customer reported that caption light does not always light up on incoming calls. CSR explained that in order to receive captions on incoming calls in 1-Line mode people will have to first dial through the captioning service even if captions default setting is on. Customer understood.	

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07/20/10			0					1						1					0	1	Customer reported no dial tone on his CapTel phone. CSR advised customer to perform a physical reset. Confirmed this resolved the customer's experience.
07/23/10			0								1			1					0	1	Customer's daughter reported the CapTel does not have a dial tone. After further troubleshooting CSR advised customer to contact telephone company to replace faulty jack identified during troubleshooting.
07/28/10			0					1						1					0	1	Customer's daughter reported no dial tone on CapTel 800 phone. CSR advised a physical reset and confirmed this resolved customer's experience.
August, 2010			0											0	2			1	3	3	
08/10/10			0								1			1					0	1	Customer questioned if he switched to DSL service would there be anything needed for the CapTel. CSR advised customer that the CapTel can operate on DSL lines and discussed the importance of using a DSL filter when connecting the CapTel phone to a DSL line.
08/31/10			0								1			1					0	1	Customer's helper said that phone did not caption an incoming call from a cell phone. CSR advised caller that cell phone calls from close proximity to CapTel may not always connect with captions. CSR then made test call to customer to confirm correct 1-Line setup and functionality. Test call was successful.
Sept, 2010			0											0	3	1		1	5	5	
09/07/10			0					1						1					0	1	Customer was unable to dial out with captions successfully. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.
09/23/10			0											1					0	1	Customer reported that some incoming calls are not captioned because the other party does not call through the captioning service. CSR explained the option of obtaining a second phone line and using the CapTel in 2-Line mode to have captions automatically on all incoming calls.
Oct, 2010			0											0	1	1	3	1	6	6	
10/13/10			0								1			1					0	1	Customer's telephone technician reported that customer is unable to make outgoing captioned calls. CSR advised technician to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.
10/15/10			0								1			1					0	1	Customer's daughter stated customer's CapTel is not working. CSR found that phone cord had become disconnected from jack in base of phone. Caller reconnected phone cord and got a dial tone. This allowed CSR to make a captioned call to customer.

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Nov, 2010			0											0	2	2		1	5	5		
11/01/10			0				1							1					0	1	Hamilton Relay representative called on behalf of a MA program representative and asked how to use the *82 unblock code when using the CapTel 800 phone. CSR stated that in 1-Line mode customer will need to program the *82 in the dialing prefix option in the menu of the CapTel and dial number directly. CSR also stated that customer will have to remove this prefix if he wants to continue using the Caller ID block on his phone service.	
11/10/10			0				1							1					0	1	Customer's son reported that customer could not dial out from his CapTel phone. CSR investigated and found that customer has an incorrect dialing prefix entered in the CapTel menu. CSR advised customer to remove the mistaken dialing prefix and confirmed this resolved customer's	
11/16/10			0				1							1					0	1	Customer's helper reported that customer is unable to dial out with captions and the screen says Captioning service line is ringing. CSR advised customer's helper to program a dialing prefix into the CapTel menu since a prefix is required to dial an outside line. Customer confirmed this resolved their	
11/23/10			0		1									1					0	1	Customer reported that she is not receiving captions on incoming calls. CSR explained that if customer is using the CapTel in 1-Line mode callers have to dial through the captioning service first in order for her to receive captions on incoming calls.	
11/24/10			0							1				1					0	1	Customer reported that she cannot receive captions on incoming calls. CSR advised customer to turn on 2-Line mode in the menu of the CapTel phone because customer uses two phone lines with CapTel. Confirmed this resolved customer's experience.	
11/30/10			0							1				1					0	1	Customer with 2-Line CapTel said that some calls failed to connect with captions. CSR found that customer has Line 1/Line2 splitter inserted in wall jack that has both lines on it. CSR advised customer that CapTel needs separate hard-wired jacks for each phone line.	
Dec, 2010			0											0	2	2	4		8	8		

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12/14/10	1		1											0					0	1	Customer's helper mentioned on occasion there are mistakes during the conversation. CSR informed customer that if a word is captioned incorrectly and changes the meaning of the text the captioning service will display a correct word in brackets shortly after the error occurs. CSR informed customer that the corrected word may appear somewhat later in the conversation than the error actually occurs. CSR also explained to customer that on average it takes 3-5 seconds for the captions to transmit onto the display screen but it can take longer if the other party is speaking at a faster pace.	
12/14/10			0		1									1					0	1	Customer said incoming calls are not captioned. CSR advised customer that callers will need to dial the captioning service number and his number when using CapTel with one phone line. CSR performed test call to customer and confirmed his CapTel is functioning with captions.	
12/20/10			0				1							1					0	1	Customer's son indicated CapTel 200 was not calling out. CSR advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.	
12/22/10			0			1								1					0	1	Customer's husband stated they are not getting captions for outgoing calls on the customer's 2-Line CapTel. CSR advised customer to delete mistaken Call Waiting block code. Confirmed this adjustment resolved customer's experience.	
Jan, 2011			0											0	1		1		2	2		
01/03/11			0							1				1					0	1	Customer reported that she is unable to make long distance calls or connect with her voicemail service in 2-Line mode. After further investigation CSR advised customer to switch the cords in the back of the phone for her two phone lines. Customer confirmed that this resolved her experience.	
01/07/11			0							1				1					0	1	Customer reported hearing static on the phone line. CSR advised customer to make sure of the proper placement of DSL filters. Customer contacted the phone service provider to ensure proper DSL filtering. CSR confirmed customer was no longer experiencing static.	
01/17/11			0							1				1					0	1	Customer's helper reported that they have set up the CapTel with a device that creates a phone jack in a room without one. CSR explained that this device is not designed for use with the CapTel 800. CSR further explained that customer should use a direct connection or long phone cord.	
01/17/11			0		1									1					0	1	Caller reported his inability to reach the CapTel user with captions. CSR advised him of the proper dialing procedure and confirmed this resolved his experience.	

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01/19/11			0							1				1					0	1	Customer seems to not be abel to receive captions on outgoing calls. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because the customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	
01/20/11			0										1	1					0	1	Customer stated that he is seeing Waiting for CapTel Operator. CSR advised caller that due to a power disruption to some call center work stations callers had a longer than usual wait time to connect to a captionist. Power was restored to the affected workstations and the wait time for all calls went back to norm. CSR apologized for any inconvenience this may have caused. (Speed of answer time to the day was about 85% answered within 10 seconds.)	
Feb, 2011			0											0	4	2	2		8	8		
02/02/11			0										1	1					0	1	Customer reported experiencing a longer than normal wait for a captionist. CSR advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. CSR apologized for the inconvenience this caused an advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. CSR confirmed with customer they are able to make and receive calls in a timely manner.	
02/24/11			0									1		1					0	1	Customer reported being unable to dial out with captions. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	
Mar, 2011			0											0	2	4	3		9	9		
03/02/11			0							1				1					0	1	Customer's helper reported that customer is not able to make outgoing captioned calls. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	

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03/03/11			0		1									1					0	1	Customer reported that cell phones callers are unable to reach her with captions. CSR sent customer proper dialing instructions for cell phone users to reach the 1-Line CapTel user with captions. CSR also advised customer that it would be normal for calls to take a few seconds to initially connect with captions.
03/11/11			0		1									1					0	1	Caller said customer did not get captions on incoming calls. CSR advised caller that callers to 1-Line CapTel need to first dial toll-free captioning service number then customer's number in order for captions to appear on the phone.
03/15/11			0				1							1					0	1	Customer reported being unable to dial out but could receive calls in. CSR advised customer to remove the call waiting block that she ad programmed into the phone. Confirmed that the customer was able to dial out successfully.
03/18/11			0		1									1					0	1	Customer stated he just got an incoming call and didn't receive captions. CSR explained callers need to call through the Captioning Servcie number for the customer to receive captioned calls.
03/21/11			0		1									1					0	1	Customer wondered why she was not getting captions on incoming CapTel calls. CSR informed customer that her callers need to dial using the captioning service number and informed customer of the correct procedure to reach customer with captions.
April, 2011			0											0	4	4	4		12	12	
04/07/11			0							1				1					0	1	Customer's helper inquired what device was for setting up an answering machine with a CapTel 800. CSR explained that the customer should obtain a duplex jack and connect both the CapTel and answering machine to that at the wall jack.
04/25/11			0				1							1					0	1	Customer's helper reported that the CapTel 800 is not displaying captions. CSR assisted customer with removing a mistaken dialing prefix programmed in the menu of CapTel. Confirmed this adjustment resolved customer's experience.
May, 2011			0											0	3		4	1	8	8	
05/05/11			0		1									1					0	1	Customer's niece said customer did not receive captions when she called to his phone. CSR confirmed that it is necessary for other parties to dial via the CapTel Captioning Service access number for incoming calls.
05/10/11			0								1			1					0	1	Customer's daughter reported no captions on incoming calls. CSR advised obtaining a duplex wall jack to connect the CapTel and another device to the same wall jack. Confirmed this resolved the customer's experience.

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05/10/11			0								1			1					0	1	Customer inquired about the set up of signaler devices. CSR advised customer that they would not want to connect another device directly to the CapTel phone. Customer confirmed that they would hook them up to different wall jacks.
05/10/11			0							1				1					0	1	Customer's daughter reported that they were unable to call out with captions. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.
05/12/11			0										1	1					0	1	Customer reported receiving a message that the number she was trying to reach had been disconnected. CSR received the same message when calling to the number. CSR advised the customer that it seems that the number has either been changed or is no longer in service and advised her to contact information for further assistance with that listing.
05/17/11			0								1			1					0	1	Customer's helper called and stated the CapTel is not ringing or captioning for incoming calls. Customer had the signaler plugged into the second jack in the back of the CapTel phone. CSR advised customer to obtain a duplex or y jack to use in conjunction with another device that shares the same wall jack as the CapTel phone.
05/18/11			0								1			1					0	1	Customer's daughter called wondering how to set up the CapTel 800. CSR advised daughter to plug the phone connection into phone jack and the power cord into an electrical connection.
05/18/11			0								1			1					0	1	Customer's helper inquired if 2-Line CapTel required 2 separate wall jacks or if customer could use a splitter. CSR advised that 2 wall jacks are recommended.
05/23/11			0			1								1					0	1	Customer's son reported an inability to dial out on the CapTel phone. CSR advised customer of proper programming of Call Waiting block for successful outbound captioned calling. Confirmed this adjustment resolved customer's experience.
05/26/11			0								1			1					0	1	Customer's son inquired how to set up the CapTel phone. CSR explained that the CapTel needs to connect to an electrical outlet and also to an analog phone jack.
05/27/11			0							1				1					0	1	Customer reported that her telephone company recently changed the way she should access her voice mail service. She now has to dial *298 to get her voice mail messages and this will not work on her CapTel. CSR advised here to contact her telephone company to get the equivalent 7 or 10-digit remote access code for voice mail.
			0											0					0	0	

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Grand Totals	1	0	1	0	11	3	7	3	0	16	6	4	3	53	33	22	26	6	87	141	